L&Q Group

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| **Role title** | HR Advisor | | | | | | | **Date** | | 1/1/19 | |
| **Reports to Title** | HR Business Partner/Lead HR Advisor | | | | | | | **Version** | | 4 | |
| **DBS Disclosure Required:** | **Yes** |  | **No** |  | **Standard** |  | **Enhanced** |  | **Enhanced +** | |  |
| **Responsibility for End Results** | | | | | | | | | | | |
| Purpose - To support delivery of the HR service, partnering people managers across the business. Proactively liaising with internal and external stakeholders to maximise ‘people management’ performance and minimise employee relations disputes. | | | | | | | | | | | |
| **Key Responsibilities / Deliverables:** | | | | | | | | | | | |
| **Main Accountabilities:** List the major activities or functions necessary to achieve the job’s end results. The percentage of time spent on each of these should add up to 100%. | | | | | | | | | | | ***Time***  ***(%)*** |
| 1. Leadership and management including customer service/ values - To support delivery of the HR plan in accordance with the directorate plan and organisational values, to achieve organisational strategic objectives while having regard for the highest levels of customer service at all times. | | | | | | | | | | |  |
| 1. Strategy/ achieving objectives - Work proactively with specific business areas to maximise performance and minimise employee relations disputes. Support the business to increase ER capability across management teams. Support HR Business Partners with organisational change projects where appropriate, facilitating restructures and ensuring that formal consultation and redundancy processes are carried out in accordance with policy and employment law. Provide proactive HR advice, coaching and guidance to business managers and colleagues. Advise managers on management of staff absence and performance, wellbeing and employee engagement. Coach Managers through management of disciplinary and grievance cases. Support the delivery of the recruitment and appointment process across the organisation and partner the business and recruitment team throughout the hiring process. | | | | | | | | | | |  |
| 1. Working with others – internal - Develop sustainable, effective relationships with relevant stakeholders across the business, enabling a compliant, customer focused, cost effective service to support the business to achieve corporate objectives. Undertake regular reviews with key stakeholders to facilitate proactive solutions and interventions. | | | | | | | | | | |  |
| 1. Working with others – external - Maintain outside networks in order to remain up to date with current, relevant legislation and best practice within areas of responsibility, ensuring that HR policies are relevant up to date and communicated and applied consistently across all areas. Work with 3rd party providers and stakeholders as required. | | | | | | | | | | |  |
| 1. Budgetary responsibility – Support the maintenance of establishment budgets for relevant business areas. | | | | | | | | | | |  |
| 1. Compliance - Ensure HR policies are relevant up to date and communicated and applied consistently across all areas. Advice and coach managers and employees on the fair and consistent application of these maintain all relevant records and systems. Remain up to date with current, relevant legislation and best practice within areas of responsibility. | | | | | | | | | | |  |
| 1. Records and systems – update and maintain iTrent in line with procedures and policies. Support the management team in the reporting of key performance indicators. | | | | | | | | | | |  |
| 1. Risks - Highlight risk and identify gaps in the employee relations process. | | | | | | | | | | |  |

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| **Financial Responsibility:** Enter below any revenue, operating or capital budgets for which the role is accountable. | | | |
| Will have an impact on the HR Budget but no overall accountability. | | | |
| **People Responsibility:**  Indicate below the number of employees for which the role has supervisory / management responsibility. If the number varies, indicate an average or a range. | | | |
|  | | ***Direct Reports*** | ***Indirect Reports*** |
| **Total** **Employees** | | 0 | 0 |
| Please list below any outsourced service providers that are managed by the role (e.g. payroll), or any functional / project management responsibilities. | | | |
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| **Technical Knowledge/Skills** | | | |
| List of technical knowledge/ skills required to successfully perform the job role; including professional qualifications | | | |
| * A confident HR professional, able to demonstrate extensive technical knowledge and capability within a demanding, fast paced customer focused organisation – **Essential** | * CIPD qualified or equivalent relevant experience – **Essential**. | | |
| * Able to work collaboratively as part of professional team – **Essential** | * Demonstrable experience of stakeholder management including Senior Managers and able to positively inform and influence discussions – **Essential** | | |
| * Good organisational planning and project management skills, able to demonstrate results and deliver continuous improvement. Able to multi task and meet deadlines – **Essential** | * Well developed communication skills, able to produce quality written output – **Essential** | | |
| * Qualified Coach – **Desirable** | * Highly computer literate with a good proven competency in MS Office. Able to use business systems to advanced level – **Essential** | | |
| * Self-motivated and innovative problem solver – **Essential** | * Able to build effective relationships with diverse business areas - **Essential** | | |
| **L&Q Values** | | | |
| These are our guiding principles. They describe how we deliver our mission and vision through our behaviours and actions. | | | |
| **People** | | | |
| * We care about the happiness and wellbeing of our customers and employees | | | |
| **Passion** | | | |
| * We approach everything with energy, drive, determination and enthusiasm | | | |
| **Inclusion** | | | |
| * We draw strength from our differences and work collaboratively | | | |
| **Responsibility** | | | |
| * We own problems and deliver effective, lasting solutions | | | |
| **Impact** | | | |
| * We measure what we do by the difference we make | | | |
| **Other** | | | |
| * Commit to supporting L&Q’s environmental policy and social mission * I will comply with all L&Q Health and Safety policies and procedures and commit to working towards best practice in the control of health and safety risks | | | |